

Coronavirus Update

Monday 13th December 2021

THE WELLBEING OF OUR VISITORS, MEMBERS, COLLEAGUES AND THEIR FAMILIES IS OF UTMOST IMPORTANCE AND WE WOULD LIKE TO REASSURE YOU THAT WE ARE CONTINUING TO MONITOR GOVERNMENT ADVICE CLOSELY AND WILL ACT APPROPRIATELY AS THE SITUATION CHANGES.

The Government has recently announced changes that will come into effect from today. The Society will be complying with these changes as well as effecting a small number of other measures designed to ensure the safety of everyone:

- Our branches will continue with normal opening hours. For Earl Shilton these are 9.00am to 5.00pm Monday to Friday and 9.00am to 12.00pm Saturday. Our Barwell branch opening hours are 9.00am to 1.00pm Monday, Wednesday and Friday (Closed Tuesday, Thursday, Saturday and Sunday).
- Cash transactions continue to be accepted up to our usual limits.
- Social distancing is no longer a Government requirement. However, until further notice, we recommend that you continue to observe 2m social distancing for the benefit of, and consideration to, those around you. Please observe the 2m floor markings when in a branch. The existing policy of permitting no more than four members into a branch at any one time remains in force. In addition, we continue to ask that conversations between customers and colleagues are kept to a minimum.
- The wearing of face coverings is once again a Government requirement. As such, unless exempt, customers must wear face coverings within our branches. Please note you may be requested to remove your face covering when entering the branch or carrying out transactions. This is in the interest of security, for identification purposes and in order to avoid financial crime. Face coverings for employees is a personal choice given the measures we have already put in place for the safety of colleagues and customers.
- A number of colleagues will be working from home in order to optimise our service to you.

THESE MEASURES HAVE BEEN DESIGNED TO HELP US MAINTAIN BUSINESS CONTINUITY. WE WOULD LIKE TO THANK YOU FOR YOUR ONGOING SUPPORT.

 If you have any queries please contact us on **01455 844422** between **9.00am and 5.00pm Monday to Friday**. Any further updates will be made available in branch, via our website and on social media.

Kind regards,

Paul Tilley
Chief Executive

Savings and Mortgages as individual as you.

esbs

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Branch office: Malt Mill Bank, Barwell, Leicester

